

October 2, 2023

The CCDA and the Pacific ADA Center Webinar - ADA Opportunities for Small Businesses

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>> Good afternoon, everyone. My name is April Dawson, and I'm the Executive Director, and this session is being

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recorded and will be posted on our social media channel. And I'm here with my copresenter, Jan Garrett, of

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the Pacific ADA center. And I want to welcome all of you to our Webinar, ADA opportunities for small businesses,

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acceptability and customer service. We have a really informative lunch-and-learn for all of you today.

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And we do plan to have a question and answer session at the end. So we are going to hold questions at the end.

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And now I am going to popcorn over to Jan who is going to go through some housekeeping and acceptability tips

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for us.

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>> Great, thank you, April. Good afternoon, everyone, and welcome. In Zoom, if you're comfortable, you can

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turn on your camera when you're speaking. I don't know if you'll be able to do that, but I think you will

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be able to. And please keep your audio muted when you are not speaking. Please use the Q&A feature to post

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questions. We are not using the chat feature because it's distracting for people who have vision disabilities

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and who use different software. So to ask a question in the Q&A, select Q&A at the bottom of your screen, that

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should be an option for you in the Zoom menu. And then a box that's shown to the right on this slide should pop up.

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And you can input your questions in that box where it says type your question here through the Webinar. And

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our Q&A session will be at the end of the presentation. But you can go ahead and put your questions in as they come

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to your mind. And then we will be taking them at the end of the session.

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So in terms of the viewing options for Zoom, in the upper right-hand corner, you can select view for

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speaker or gallery views. That means you'll see the speaker or the whole gallery along with the slides. And you

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can also do standard side-by-side options. So during the PowerPoint, "view options" menu at the top of the

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screen, you can adjust the Zoom ratio and other features. And you can use slider between the shared screen and

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the participants to slide it to your preference, as far as how big you want the slides to be, and how big you want

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the participants to be.

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And then our live captions are present today. Thank you to our captioner for being here. And you can

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turn on the captions by selecting the CC Icon at the bottom of your screen again. It also will say "show

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captions." And you can change the size of the captions as well by selecting the up arrow next to the CC, and

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choose the caption settings. You can also move your captions around by hovering over the captions and then

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dragging them to the to the preferred location on your screen. And then you would turn off captions by selecting,

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again, the CC Icon and selecting "hide captions" on the menu. So I want to be able to tell you a little bit about

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what the Pacific ADA center offers, and you'll hear more from April about what the ADA offers. Pacific ADA center is

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one of ten around the telephone that provides people assistance by e-mail and phone on the ADA and other

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disability web blog. We provide training, we've doing a lot of Zoom training over last few years. We also

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are starting to do in-person training again. We do Webinars. Every other month we are doing a Webinar on

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healthcare in the ADA, and that is a free Webinar that you're welcome to sign up for on our website. We also

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offer materials through our e-mail, and also through our website. And you can -- we will send you links to lots of

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different materials, and other training opportunities, etc. That we have through the ADA national network. We

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also typically offer one conference every year. Usually in the late summer or early Fall, so you will be seeing

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information about that, sometime at the beginning of next year.

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>> Thank you, Jan. This is April. And I'll describe myself for acceptability modeling. I am a white woman with

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short grayish-brown hair, and I'm wearing a black top with white striping. And I'm the Executive

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Director of the California commission on disability access. We are a 17-member public commission that was

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formed in 2009 whose mission is to accuracy access across California with stakeholders including but not limited

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to the disability business and all levels of government community. How do we live our mission? We conduct small

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business education outreach, we provide technical materials and training. We do regional listening forums and

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Webinars such as this one throughout the year. We track disability access litigation. And we create an annual

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report to the state legislator about our work and our data-tracking.

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>> Okay. So please excuse me for not describing myself earlier. I am a person with a little bit of experience

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with disability, although you can't see that on Zoom. I am getting older every day, woman with gray hair and a black

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dress with blue Hawaii anflowes on it. And so I just wanted to let you know that I have a little bit of experience

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with disability. Not only is the ADA important to me from a professional standpoint, it's also important from a

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personal standpoint as well. So let me describe the different types of disabilities that may be covered or

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that you may encounter as you operate your business. So people have many types of disabilities. And not all of

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them are physical. Some disabilities are obvious, and some are not obvious. People with disabilities are more

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likely to experience a lack of services and acceptability. Accessibility. And that's why we're doing this Webinar,

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and why CCDA exists. People with disabilities have \$21 billion annually in discretionary income to spend. So

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not only do they have that income, but all of their friends who really had a great experience in using your

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business will come and spend their discretionary income as well. So even though people with disabilities may

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experience a lot of discrimination, you can make sure they have a great experience at your business and make

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sure they come and spend their income with you.

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>> Thank you, Jan. This is April. It's important to know that disability and the disability community is not a

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monolith. People with disabilities aren't just a singular group off to the side. We're a part of the fabric

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of every community. We're a member of all races and ethnicities, all gender identities, all ages, and all national

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origins. And a common phrase is that disability is the only minority you can join, and that's okay. Disability

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is a natural part of the human experience and can happen to anyone at any time. And as we get older, many of

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us will acquire disabilities as well. So if you think about the work you do in your community, if you're focused

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on racial justice or LGBTQI-plus rights, or if you're a small business owner who wants to recruit a diverse

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population to work with you or to make sure you're serving them properly,
just remember that even if you are not

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specifically targeting people with disabilities in your mission, you are
serving people with disabilities.

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People with disabilities are your customers.

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>> Thank you. And this is Jan. When you do encounter people with
disabilities, as part of the whole diversity,

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equity, and inclusions phase, make sure you use inclusive and respectful
language. We often talk about using

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people first. So examples would be a person who is blind or people who
use wheelchairs. But a person is not their

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disability. So don't call somebody retarded or "a quadraplegidge." They
are a person. And also understand that

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while disability may be difficult at times, it is not a tragedy or a
challenge to overcome. We live with

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our disabilities day in and day out. And if the world is more accessible
to us, then it's actually just part of

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our identity and something that we move through the world with our
identity so much make sure that you understand

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that it's not a tragedy for us.

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>> Thank you, Jan. This is April. Here are a couple other terms to avoid.
You want to avoid terms like wheelchair

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bound, special needs, differently abled, physically challenge,
inspirational, those all go back to

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what Jan was talking about, that people with disabilities are people and not their disabilities. And a lot of these

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terms though may be well-intentioned, take away from that and also can be offensive. It's important to know that

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some people don't even like people-first language. There are a lot of people in the neurodivergent

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community who really claim disability. They say I am a disabled person or I am an autistic person and they say

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that because they're proud of who they are. And they don't want to apologize for having a disability. They

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acknowledge the disability isn't the only part who have they are but that it's important to them. And they want

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their needs known and met in the community. And we recommend that as a business owner, ask their name, ask

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people's names, get to know your customers, get to know how they want to be referred to.

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>> And even people with disabilities beyond the neurodiverse communities as well, many people have disability

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pride from all different types of disabilities. And when people call me inspirational just for doing everyday

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activities, this is Jan speaking, by the way, when they call me inspirational, I say that's great.

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What did I inspire you to do in how did I inspire you to make things better for the disability community? And so

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that's one way you can think of to respond when people may call you inspirational. So when somebody with a

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disability comes into your business or your nonprofit organization or your state or local government agency,

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people with disabilities will generally ask when they need assistance.
It's fine if it looks like somebody may

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need assistance to say "may I assist you" or "may I help you." And then
if the person says yes, ask how. How may

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I help you? How may I assist you? Because you may not really understand
how. Even though you think you

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understand. The person will be able to tell you much better how is best
to assist them. So always ask if it's a

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yes answer, then say how may I assist you. Then if the person does not
want your assistance, don't be offended by

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that. There are times when it may look like -- to somebody, that I'm
struggling, to pull my cellphone out

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of my pocket on the back of my wheelchair, for example. But it may be
really important that I be able to do

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that independently. Because I may need to do it when no one else is
around. So that's really important that if

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somebody says the "oh, no thanks, I got it", don't be offended by. That
it's okay. You asked, you did the right

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thing, and if they say no, they say no and you can move on.

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>> Thanks, Jan. This is April. And just to model accessibility, the
reason why Jan and I are saying our names before

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each slide is because people with many types of disabilities play-off
trouble tracking who is speaking and -- may

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have trouble tracking who is speaking and may not be able to see the
speaker. And it may be better for them

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to be included in this presentation by being able to track who is speaking. So this is April. Many of you may have

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heard of the Americans with disabilities act. It was just a few months ago that we had our ADA

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anniversary. The Americans with Disabilities Act is considered the major civil rights law for persons

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with disabilities. And it was signed by George. With bush in 19 nine. And it promotes integration and provides

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equal opportunity. And the goal is the full inclusion of people with disabilities in all aspects of

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American society. And Jan is going to drill a little bit deeper into the titles of the ADA and talk more about

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the law.

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>> And this is Jan speaking. And this picture on this slide does show president George H. W. Bush surrounded

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by the disability advocates on the White House lawn as he's signing the ADA into law.

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This is Jan again. So this year, because we know the ADA was signed into law in 1990, this year we are

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celebrating 33 years of the ADA. So as April said, happy ADA, and because the ADA has been around for 33 years, we

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definitely should know about how to comply with it, and know what it requires for us. So that we can move

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forward and be able to comply with this really major important civil rights law.

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>> Thanks, Jan. This is April. Now that we've given you a grounding and inclusive language, talked a little

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about groundbreaking civil rights laws and talked a little bit about ourselves, let's talk about what is

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disability, how does the ADA define disability. Disability is defined broadly under the Americans with

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Disabilities Act. It can include things like physical disabilities, developmental, psychiatric, cognitive,

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learning, hearing, speech. There's no all-inclusive list. And many people don't know they fit under the

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definition of disability. One quick fact is that it's important to no, according to the CDC, one in four

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Americans have a disability.

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>> This is Jan speaking. Yeah, so the issue is that even if you don't consider yourself to have a

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disability, it is quite likely that you know one or more people with disabilities in your life. So what is

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eye disability as far as what the ADA says -- a disability as far as what ADA says? It's defined broadly under

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the ADA. There's no all-inclusive list. And it does include all those different physical, developmental,

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psychiatric, cognitive, intellectual, learning, hearing, vision, speech. And all kinds of -- oh, I think this is

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the same slide. There we go! Back to the title. Sorry. So as April was saying that -- was covered under the

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Americans with Disabilities Act, but this is what the ADA actually covers in terms of the titles. So Title 1 is

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employment, and that covers everything from recruiting people with disabilities to hiring to the

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on-the-job process. And we will be covering in some future Webinars employment and the ADA. So stand by

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and stay tuned for that. Also Title 2 covers what are called public entities. Part A covers state and

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local governments, Part B covers public transportation. So the light-rails, also Amtrak is covered under Title II.

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Title 3, which most of you will be who are on the called it, most of you are probably businesses or private non

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Organizations. And if you are, you are -- nonprofit organizations. And if you are, you are covered under Title 3 for

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public accommodations. Private businesses and nonprofits that are open to public. That's everything from

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grocery stores to nail salons to doctor's offices, all of those places are privately owned and are open to

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the public. So they are called public accommodations. Title 4 is telecommunications, which mostly deals

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with how people who are -- have hearing disabilities and/or speech disables can communicate by phone with others.

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And that they can access the 9-1-1 system. And Title 5 includes sections that say that you cannot be -- against

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somebody for asserting their rights under the ADA.

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>> Thank you, Jan. Let's talk a little bit about what Title 3 covers. This is April. Related to small businesses

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serving the public. So the ADA as Title 3, as Jan was saying, covers places of public accommodation open to public.

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Which including social service organizations, retail stores and restaurants. And it's important to

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note that it includes all types of businesses and nonprofit organizations no matter how many employees they

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have.

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>> This is Jan speaking. So one of the obligations of both Title 2 state and local governments and Title 3 public

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accommodation is effective communication for people who have communication disabilities. So you

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must provide effective communication to people with hearing, vision and/or speech disabilities. And we'll learn

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more in a moment about what that means. What does effective communication mean and how do you provide it to people

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with communication-related disabilities?

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>> And on this slide, if you go back one, there's a visual, there are two black women and one -- and they are

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both speaking to each other in sign language. Thank you. This is April. Now that Jan has given us a definition

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of what effective communication means under the ADA, let's talk about some examples of what effective

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communication might look like for your customers who have a vary of disabilities. So let's talk about what

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effective communication looks like for people with vision disabilities. They may need information about your

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business, in alternative formats and those might include electronic, large-print or Braille, you want to

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make sure that your website is accessible to screen-readers. And there's something called qualified

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readers that are used to convey technical information. So a qualified reader is someone who -- let's use an

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example. Let's say that you're a land developer, and you're creating a new venue, and someone wants to learn more

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about it. And you could use the technical document about that venue. You would have a qualified reader who

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understands some of the land developer jargon to read that to the person so that they can convey the right tone

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and word choice and correct pronunciation. Let's say you're a restaurant owner, and the customer

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comes in and they just want help reading a menu. You don't want the chef to come out to read the menu,

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server or someone else could be the person who helps them read the menu and things of that nature that are

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nontechnical.

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>> And this is Jan. If we go back one, there is a photograph of somebody reading a Braille document with their

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finger on the Braille dots. So communicate for people who have hearing disabilities -- communication

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for people who have hearing disabilities can take a variety of forms. This is showing somebody communicating in sign

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language with somebody on a laptop on other side, likely a relay service operator. So you might communicate

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with people in sign language or with video remote interpreting where the interpreters are remote but you can

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see them and they can see the deaf person as well through a tablet, and using the tablet's camera. And so

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those are options for sign language interpreters. And it depends on your situation whether video remote

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interpreting is more important and appropriate to use or whether in-person sign language enterprisers

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would really be needed in a particular situation. Also there are people who may not know American sign language

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because they did not grow up knowing American sign language. Maybe they love their hearing later in life. And

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for those folks, they typically need real-time captioning like we're offering on the Webinar today. And

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that's where you type into a stenography type of machine so you can get all the words very quickly. And

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people can be able to read on a screen what's being said back and forth. Also for relay service, which exists

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through the telephone service that we all pay for through our phone bills, and you can call 7-1-1, to get to a

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relay prayer, and have someone who has a hearing or speech disability be able to make a phone call to someone else

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who does not have a video phone or an ability to talk with that person who has a hearing or speech disability.

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Also you can write notes back and forth or text boring for simple brief conversations. Like, how much is that

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candy bar, it's a\$1.50. But any more complex, lengthy communication needs to really use the type of

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communication that the person finds effective for them.

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>> Thank you, Jan. This is April. To the right, there is a photograph of a woman in a black and white wheelchair,

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she's wearing a green shirt, and she's trying to open a really heavy door. And that illustrates that she's

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struggling with that door because that business main have thought about what accessibility might look like for a

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person with a wheelchair disability. I myself am a wheelchair user. So accessibility to those businesses is

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really person for me. It's really important that you think about things like accessible parking, no-step

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entrances with wide, easy-open doors. And also try to think about the opening force of door. Imagine, as

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this picture illustrates to the right, somebody who is sitting lower to the ground and who main have use of their

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limbs or limited use of their limbs trying to grab a really heavy door, entering their wheelchair through it,

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it's important to note that the door opening force needs to be five pounds or less in California. Also think

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about your interior accessible path of travel. I can't tell you how many times I go to businesses, and

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sometimes I'm trying to go use the bathroom, so I'm thinking about leaving my table to use the bathroom,

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then to come back and pay and then head you on. Those are all examples of interior accessible paths. And let's

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say I try to go to bathroom but there's high-chairs in the way. Or I go into the bathroom and let's talk a little

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bit about accessible restrooms, it's important to know that restrooms have to be accessible. So one common error

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that I often see is the toilet paper rack sometimes is right above the grab-bar. So I'm not able to transfer

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to the toilet. Which may mean that I have to leave my friends early and go home and go to bathroom which is

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really embarrassing for me and your other customers. You also. To remember to keep your counters and bars

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accessible by offering a lower portion of that counter or bar. Make sure there's an accessible way for people

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to order or sit and have a drink with their friends. Sometimes one thing I've seen in my travels is that I see

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that sometimes places that have bars will use their accessible bar area as a place to store things or to conduct

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point of sale transactions. So it ceases to become the accessible area, which means that my friends and I

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I can't come and have a drink at your bar. And you're losing out on a customer who's going to spend money

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there.

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>> And this is Jan speaking. Also as April was talking about in terms of keeping everything accessible, make

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sure that you're not storing the extra toilet paper in the wheelchair accessible stall of your restroom as

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well. So keep everything -- once you have those accessible features like that area next to your parking space,

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like the accessible restroom, keep those clear and maintain your accessible features. That's really

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important. So now we're gonna talk a little bit about service animals. Service animals are dogs as they're

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defined under the ADA. And most dogs must be trained to do one or more physical tasks for their handlers. The

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handler's disability does not have to be physical. But the dog's task does have to be physical. They have to do

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something physical for their handler. Emotion support or comfort is not a task. And therefore if somebody has an

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emotional support animal with them, that may be a very important animal for them and they may really need

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that, but emotional support animals are not allowed in public places that have a no-pet policy. Whereas service

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animals, you have to modify that no-pet policy to allow a service animal. So not only does that have to be a dog

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that does one or more physical tasks for its handler, it also has to be under control. It has to be

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housebroken, well-behaved, so not barking or growling or running around. It needs to be on a leash or tether

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or under strict voice control if the handler cannot handle that leash or tether. And one little caveat here,

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even though definition of service animals a dog, the regulations in the ADA say miniature horses may be

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allowed. And we're talking small horses that are the size of a large dog. And those may be used with some people

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with disabilities because they live longer and their training can last a lot longer than a dog. So just know

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that occasionally you may see a miniature horse in addition to a dog. But that's the only animals you should

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be seeing as service animals.

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>> And to the right, the lower right-hand corner, you see a really cute -
- you see a miniature horse that

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is wearing tennis shoes, and it says this is an animal in training, and it looks like they're providing a guide

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service. They have a harness on. You can't really see the person. But it appears that they may have a vision

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disability. And then there's three service dog, two tan and one black with vests on in the corner.

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>> All right, this is April. One question that I get from a lot of business owners is what can I ask? If

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I am unsure if a customer's animals a legitimate service animal, what questions may I ask? The law allows

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two questions that the government says you can ask. Number one is is the animal required because of a

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disability. If disability is obvious, please don't ask that question because there's no need to. Because then it

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becomes more intrusive. Intrusive. It's important to know that that animals not there for their amusement.

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They're working. So really don't ask them anything about their disability and don ask them to see the tasks that

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are being performed. You may actually harm that handler/service animal relationship by asking to have the

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animal demonstrate a task that they're not ready to perform. They may be trained to detect low blood sugar

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lower-levels in someone who's diabetic, and if you ask them to try to perform that task -- I don't know how you

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would do that, but if the person does have low blood sugar, the dog wouldn't be able to perform that task. Also you

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may notice that there's a lot of companies that advertise that we can sell you a vest that says your dog is

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a service animal and stuff like that. Or they can print you a certificate. It's important to know that those

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certificates and badges are not worth the paper or cloth that they're printed on. That they don't require --

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under the ADA, service animals are not required to wear such identification and you're not allowed to ask for

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that. You're only allowed to ask those two questions.

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>> And this is Jan speaking. Service animals can train their own animals. They don't actually have to take them --

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do not actually have to take them to a professional training service. That's one of the reasons you're not allowed to

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ask for certification. If you train the animal yourself, you don't have a certification to show someone. Also those

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professional training non

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Service animals are usually expensive -- nonprofits usually are expensive to train the animal and they have a long waiting

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list. So Department of Justice said that people can train their own animals. Service animals in training

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are allowed under California state law. The ADA doesn't discuss service animals in training. But California

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law does allow sense animals in training. So someone may come in and say this is a service animal in

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training, and you need to allow it to come in. Also as April was saying, there's no certificate, vests, I.D.

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cards, anything like that that are necessary to prove an animal is a service animal. Simply ask the two

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questions, and if the handler answers them, and they are required to answer them, then don't ask for proof. And

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you can also make sure that that service animals under control as well. You do have the right to ask that they

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be under control.

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>> Thank you, Jan. This is April. So all of us on this called it have the ability to increase access in our

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businesses and in our communities for ourselves and others. Access starts with me and it starts with you. So

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it's really important as a business owner that you need to plan for the accessible of your business.

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Designating a responsible person. That person can be tasked with things like creating check-lists, duty sheet, etc.

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You should be thinking about the type of notifications you want in your business. Like post service animal

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notifications by the door or the counter. Consider additional signage. Is there signage that could help

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clarify the path of travel and feed certain components of your business? You want toelf for future uses. So if

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you're a nonprofit and you have a board or if you're a small accident and have -- ownership group, and you have

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meetings, and you're thinking about strategically -- let's say you're a restaurant and you want to offer an

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ax-throwing service, or something like that. Think about how you are going to plan for access as you grow your

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business and change your strategy around your business model.

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You also want to make sure that you realize that accessibility sometimes does have a cost to it. Most

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accommodations are not very expensive. But some can be. So you want to budget for facility and communication access.

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Make sure that you're not forgetting to budget for the access that we talked about today. Also it's person

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to note that many municipalities as well as the federal and state government may have grants available

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for ADA remediation, and that's one of the things that CCDA can explain to you if you give us a call. And it's

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really important to remember that no matter who you are, whether you are the owner of the business, the

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employee or the customer, all of us, if we realize the access starts with us to make sure that businesses are

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compliant and accessible for people with disabilities.

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>> This is Jan speaking. And if you budget for those costs, like removing barriers at your businesses, like

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providing sign language interpreters if you need that, then you're not surprised by it and you're able to

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provide it if someone asks. That's why it's so important to budget for those items.

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And it looks like we are at the time for questions.

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>> One of the questions that we have received is what is the CCDA.

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>> Thank you. This is April. CCDA is the California commission on disability access, and we are a

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17-member public commission that was formed by the California state legislator in 2009. And what we do is

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we work with a variety of stakeholders such as the business, disability, and local government communities to

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increase access to businesses. So our focus is business access. And we do things like partner with the CCDA on

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these types of Webinars. We also produce technical documents. We have some technical documents that are

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being produced right now on accessible parking and website accessibility. We also track data on alleged disability

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access violations related to construction disability claim, as well as website alleged disability claims.

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And we use that data to target our programming and technical resources. And we maintain a website that has

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lots of resources that we either produce or others produce. And our main goal is to make sure that people

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with disabilities can access businesses and that businesses understand how access is good per business, and their

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obligations under Title 3 of the ADA and other laws that apply to access and businesses.

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>> A jest that we just received is -- a question that we received is "can you address ADA Reimers under over given

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given

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>> April did you want me to take that one?

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>> Sorry.. yes, sir E. Sorry. I was clicking out of Q&A box.

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>> Kitry to answer it. I can try to answer it. I think a lot of point of sale technology is through mobile apps

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and things like that. And the web content accessibility guidelines do have accessibility Reimers for apps as

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well as websites -- requirements for apps as well as websites. Right now, there is nothing that is actually a

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standard except that in California, I do think there are should laws that are requiring -- some laws that are

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requiring at least the state government entities, state and local government entities, that receive state funding

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to make their websites accessible. And eventually there will be very specific regulations from the U.S. just

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department for state and local governments at the federal level. Under the ADA. But also eventually for

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small businesses under the ADA. But right now, even when you look at the Department of Justice settlement

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agreements that have been reached, they say that for effective communication, you need to make sure that your

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website, your point of sale apps, all of those things are as accessible as you can make them because the

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Department of Justice under ADA considers all of that to be effective communication. So make sure that that

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is as accessible as you can make it, in addition to keeping your counter space accessible for people. Your physical

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access to your counter space accessible. So it's both software and your building that need to be as

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accessible as possible.

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>> And this is April. We have some questions in the chat. And the comments. Someone wrote that they had

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a patient that wanted to communicate in writing how they can share patient wishes when some departments use other

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electronic health records. "So we conditional communicate via the electronic method." That might be

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related to talking about electronic -- alternate formats. That might have been when that popped up. I don't

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know, Jan, if you had insight into that.

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>> This is Jan speaking. It could be that you're gonna have to make -- if your usual policy is that you enter

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things into electronic health record and that record is not accessible to that patient that has a vision disable

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or another disability, then you're going to need to figure out a reasonable modification of policy. And

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in addition to making sure that your communication is effective. So figure out how can you get that

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communication, how can you share that with the person who has the vision disability but also how can you share

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information that they need to give to you with whoever else needs to know that information, and make sure that

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you're always modifying any policies and procedures that you have that are creating barriers for people. Because

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that is something that the ADA does require as well.

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>> We also got a question about can we please dive a bit more into acceptable identifiers for service animals? I

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think we already answered that. You don't have to have tags for service animals. You can only ask them the two

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questions that we talked about. This is animal required because of a disability, and what is the task

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they're trained to perform. But again don't ask them to perform the task and do not ask about the disability. And

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don't ask questions about a person's disability. Preferably -- do we have any other questions in Q&A this is and

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then I can go back to the chat.

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>> The Q&A, there is one more. Asking if we can expand on the option to provide an animal and if the business

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will have to --

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>> I'm sorry, to crate an animal?

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>> Correct, that's correct.

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>> Okay. And please remember, everyone, to post your questions in the Q&A, not in the chat for accessibility

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purposes. We see a lot of things in the chat. And I know you want to communicate with us, but please do use

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Q&A whenever possible. So in terms of crating an animal, typically you'll see amusement parks or other places

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where it may not be appropriate for that animal to be in every part of that location. Like a zoo where maybe

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some of animals are predators or prey of -- predators or prey of dogs. And therefore you don't want to talk the

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service dog all way through the zoo. And you certainly can't take a service dog on rides in amusement parks that

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are not safe for animal. So you may need to have crates that are available to put the animal into. Make sure that

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they're shaded, that the animal has water. And you're going to -- if it's a guide animal for example, for

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someone, you're going to have to be able to guide that person if they're there by themselves and not with

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someone else, you may have to provide staff or a volunteer to make sure that person is diving through that zoo or

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that amusement park if they condition have their animal with them. So cannot have their animal with them. There may

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be places where the service animals not appropriate, and in this case having a crate in the shade with water, a safe

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place for that animal to be, and that the person can come back and get their animal when -- as they're leaving that

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site.

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>> This is April, we also had a questions "can elevators serving two floors be decommissioned if there are

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sufficient ADA ramps providing a clear path of travel?" I think we might need more information on that specific

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situation. But I don't know if Jan wanted to add anything to that.

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>> This is Jan. In general, you should not ever take away accessible options. That's not really allowed, to remove

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accessibility that was once there. And you may not -- you may have to do some work on your ramps at some point.

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Maybe they're gonna need some renovation. So you may want to keep those elevators in service in case the

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ramps are not usable. And in general under the premise that you're not supposed to take away any

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accessibility that you have now. So don't reduce your accessibility. But again, yes, I think we would have know

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a little bit more about this situation.

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>> Thank you. One of our next Q&A questions is what training or certifications can an individual to to

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to focus on an ADA coordinator in a small business?

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>> This is April. I'll share that the Department of Justice doesn't endorse any specific training. But there is a

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really -- there is a training by the university of Missouri that has an ADA coordinator person. And that was

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created in an effort to make sure that ADA coordinators got uniform training and the same information. And I think

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the Pacific ADA center may have some resources too. Jan may want to talk about that, specific to ADA

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coordinators.

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>> Yes, thank you, April. The Pacific ADA center supports ADA coordinator networks or coalitions through the our

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through the our region, Arizona, Nevada, Hawaii and the Pacific basin territories. We have a very active

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coalition network in Arizona and California. And people can join -- can ask to join those networks. It is up

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to the economy of those coalitions or networks about -- up to the committee of those coalitions or networks about

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the people they allow to join. They will sometimes allow public entities to join as long as they're serving in

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role of an ADA coordinator. You can write to the Pacific ADA center, go to our website and e-mail us. There's

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also a form that we can send to you to join one of the coalitions so we can forward your e-mail over to one of our

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coalitions during committee members, or networks during committee members, to have you join the ADA coordinator

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network or coalition. And we provide monthly meeting where is people can network and we provide trainings for

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ADA coordinators. And then as April was saying, there's the ADA coordinator certification program that has all

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kinds of training. And there's lots of training also on the ADA national network website. You can find lots of

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training as well as accessibility online through the Great Lakes ADA center. There's lots and lots of

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Webinars that you can take there and sign up for. That's all free. And there's years and years worth of

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archived Webinars there. Just as there is on the Pacific ADA center. We have archived Webinars on emergency

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management and preparedness under the ADA. And healthcare in ADA. So there's lots and lots of information out

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there. And if you have questions and you're not sure where to find this training, just e-mail us at the

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Pacific ADA center. ADAtch@ADAPacific.org. And we're happy to provide but that additional

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information.

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>> This is Abigail. We have another question in the chat that's more of a clarifying question. They would like

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to know "even as California law says that service animals can be a dog or miniature horse, if you can provide

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some more clarification on that topic."

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>> This is Jan speaking. I'm not really sure what clarification you're looking for. Basically a service animals

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defined as a dog in the ADA. A min -- a -- a miniature horse is also allowed. It used to be that people could have

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all kinds of different service animals. And after 2011, the ADA regulation -- all kinds of different service

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animals. And now it is only a dog. And you may to allow a miniature horse when it can fit in the area when it's

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appropriate and if it's not a fundamental observation for the area where the person is bringing it.

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That's really the only animals that are allowed at this point under the ADA. I don't know if that's what your

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question was. Which animals are allowed. And again those animals have to be under control. They have to be

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on a leash or tether or strict voice control. -- tether or strict voice control, and they have to do one or

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more tasks.

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In the Fair Housing Act, emotional support animals are allowed. And those can be pretty much any animal. But

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that's really only in housing and under the fair housing act as a law. If you're talking about the ADA, you're

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talking about dogs and miniature horses.

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>> Thank you. For your response. It looks like we have answered any of the questions that we have had available.

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So I will put it to next slide for ya.

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>> Thank you. This is April. And I just want to share with you some resources that you can keep alive for your

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business. And please in a moment, we'll be sharing information to get in touch with us. And if there is a burning

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question that you done get answered today, or it done enter your mind or you went back to your office and

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talked to your staff about it, please reach out to either of our organizations. There's a really great

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primer for small businesses on the ADA.gov website. ADA.gov/resources, there's a primer for you. You can

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learn more about effective communication at ADA.gov. And service animals and ADA "frequented asked

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questions". So you can go to ADA dot gov/resources and go to the service animal tab. Let's go to next slide.

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There's also at the ADA -- that's the ADA national network, right, Jan? Yes.

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>> Yeah, the other one that we just were mentioning on the prior slide, ADA.gov is the U.S. just department

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website, and then the national network.

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>> Thank you. The national network has some quick tips about task incentives. If you go to the division of stay

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architect, you can learn errors stay architect, you can learn about certified access specialists. They

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have specific training on local state and federal laws on how to make sure that your business is accessible to

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people with disabilities. And if you hire a certified access specialist, you may receive legal benefits if you

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are sued for lack of access to your business. And so there are legal benefits as well as -- it's always

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important to plan for access on the front end instead of waiting for a law suit or if you geserved a demand

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letter. You should consult a certified access specialist. Also on the division of the state architect

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website, you can learn more about the -- learn more about the disability access education and resolving fund

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and how that helps local municipalities with training and hiring and retaining tasks as well as -- there is a new law

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that was passed in prior session in state legislator that now allows -- legislature that now allows those

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funds to be used in parfor ADA remediation costs for small businesses. And a lot of

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municipalities such as the City of San Jose and San Diego and San Francisco provide ADA remediation grans to small

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businesses. So check with your building department or economic development deputy to see if they offer that in

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your area.

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>> All right. And I'll share that the California commission on disability access, we have a newsletter. So if

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you go to our website, please sign up for our newsletter. We'd love to have you on our mailing list so you can

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learn more about toolkits we're releasing as well as Webinars and more information about if there's a

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listening forum in your area coming up. You can also call us or send us an e-mail. Our e-mail is CCDA@DGS dot

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CA.gov. Even if we receive an inquiry on an issue that is not related to CCDA's purview, we still help you find

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find the answer.

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>> Thank you, April. This is Jan speaking. So we hope that people will also contact the Pacific ADA center

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when you need us. This slide has information where you can send us a snail mail, and you can also call us.

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And that number is nationwide. Whatever area code you have, that will get you to the ADA national network center

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that serves the area code that your phone is from. So if you move from Boston to California and you're living

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in California now, you're actually going to get the New England ADA center. But the New England ADA center

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will refer you over to the Pacific ADA center if you say that you're in California. Because we all work

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together. All ten regions of the ADA national network work very, very closely together. And I gave our

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e-mail earlier. And then our website at ADAPacific.org as well. And on our website you can subscribe to our

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newsletter as well. So please do subscribe to us and we'll be informing you about things that are coming up

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with the Pacific ADA center as well as our future collaborations with the CCDA and others you want to join us

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for because they will be informative. Please don't hesitate to get in touch with us if you want to get in touch

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worry further Webinars or training. -- for any further Webinars or training.

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>> And thank you for joining us today. And I look forward to meeting you in four Webinars. Future Webinars. And

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the future opportunity to collaborate. And I hope that if do you anything after today, I hope that you go back

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to your business or nonprofit or government agency and think what is one thing I'm going to do to increase

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access in my business or my community? Because access starts with you and me and everyone can do something to

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increase access to businesses for people with disabilities. Thank you and have a wonderful afternoon.

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>> Yes, thank you so much. This is Jan speaking. We really appreciate you being here. And thank you to CCDA and

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everyone April and everyone else at CCDA for this great collaboration.

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>> Yes, thank you. Thank you to the team and all of us who helped put this on today. Thank you, Jan, for being an